FOR CHAIRS: TIPS FOR EFFECTIVELY PARTICIPATING IN VIRTUAL NAC MEETINGS

PRE-MEETING

Welcome to the virtual meeting space. Your neighbors are looking forward to connecting with you! We hope that this is a smooth and convenient experience for you, and acknowledge that it may require more than the usual degree of patience and understanding from all parties to make this a successful meeting. We recommend having these instructions handy before you start your first virtual meeting so you can refer to it as needed.

The Neighborhood Office will host the virtual NAC meetings; staff will set up the meeting utilizing ZOOM webinar, monitor the meeting throughout, and provide limited technical difficulty troubleshooting. Zoom webinar is different from regular Zoom meetings in that there are two distinct categories of attendees—"panelists" and "attendees." Panelists can share their video and audio feed. For our purposes, the panelists will include NAC board members, guest presenters, and city staff assisting in running the meeting. Attendees may view the meeting in real time, ask questions, or make comments through the chat feature, but cannot share video and can only share audio if unmuted by the meeting host. These controls are in place to manage the security of the meeting and prevent any unintended audio/visuals from being shared.

Provide your agenda to the Neighborhood Office ten days in advance of the meeting. This will allow sufficient time for staff to distribute panelist links to both board members and guest presenters, and to get the attendee link and call-in information for the public to participate on the agenda.

SIGNING IN

- **Neighborhood Program staff will have emailed you your unique "presenter" link prior to the meeting**. This link will change from month to month for added security, so be sure you are accessing the appropriate email for that month's meeting.
    - o **Note: your panelist link is NOT the same as the attendee link** that will be listed on the agenda. You will not be able to participate as a board member using the public "attendee" link, as attendees cannot share video (or audio, unless unmuted).
    - o **You can also call in to the meeting** as opposed to using a computer. The phone number for call-in panelists will be listed in the email invitation you receive.
- **Try out the Zoom test site** https://zoom.us/test before your first remote NAC meeting.
- **Sign on 10-15 minutes early** to allow for time to troubleshoot any technical difficulties, get comfortable with the technology, and socialize before the meeting. At the end of this document is a "Top 5" list detailing functions we encourage you to familiarize yourself with before the meeting (how to mute/unmute, how to change views, how to use chat, different sound options and how to add your name on the video).
- **If you experience technical difficulties,** contact city staff at 503-686-9342 or email neighbormail@BeavertonOregon.gov for assistance. Staff will be monitoring phones and email throughout the meeting.

DURING THE MEETING

At the beginning of the meeting, welcome board members as they join. Go over meeting protocols (since it will be different from their usual norm) such as providing a reminder about the importance of pausing when speaking (since there could be delays in audio and visual connections).

- After you are done speaking, **kindly mute your microphone** until you are speaking again in order to minimize background noise from pets and/or household members throughout the meeting. It is also a good idea to alert your household members (if any) in advance of your meeting time to minimize disruptions.
    - o Helpful Tip: rather than trying to click on the microphone button with your mouse, you can hold the space bar down to unmute yourself for the duration you wish to speak, and when you release it will return to mute.
- **Encourage panelists to mute their microphones** unless they are currently speaking in order to minimize background noise after introductions have been made.
- Additionally, it is a good idea to encourage panelists to alert other household members in advance of their meeting time to minimize disruptions and **kindly remind them to be aware of items in their video backgrounds which could be offensive or distracting to others**. They can also use the "choose virtual background" feature, which can be found by expanding the drop-down list next to the video icon on the bottom ribbon.

Note: **It is yours and Recorder's responsibility to ensure a record of all meeting attendees is kept** in order to abide by Oregon Public Meetings laws. Ask attendees to use the chat feature to add their name to the sign-in list if they have not pre-registered. Please remind the attendees at the beginning and end of the meeting to "sign in." The Recorder will need to include any added names from the chat in their minutes.

Presentations

- If presenters contact you with materials to distribute, please advise them to submit their materials to Miles Glowacki at mglowacki@BeavertonOregon.gov.
- Presentation materials will be emailed out to anyone who has pre-registered for the meeting, as well as those who are signed up to receive NAC notifications through Notify Me.
- Please pause conversations for several seconds at intervals throughout lengthy guest presentations and before proceeding to the next agenda item to allow board members and attendees an opportunity to pose questions/comments before moving on.
    - o **For attendees using a computer that would like to ask a question using their microphone**, encourage them to use the "Raise Hand" feature or the chat box to indicate so. You are able to temporarily enable their microphone for the duration of their question. They can also type their question into the chat box for you to read aloud.
    - o **For attendees calling in to the meeting that would like to ask a question**, tell them to type *9 on their phone to activate the "Raise Hand" feature which will alert you that they would like to ask a question. You can then temporarily enable their microphone for the duration of the question.

Voting

Robert's Rules of Order still apply to the business aspects of the meetings. Decisions will be made through motions, seconds, discussion, and a roll-call vote of Board members. During the vote, you will call on each Board member individually and ask for their vote. The Recorder will note the motions made, who made the motions, and if the motion passed or failed.

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Visitor Comment Period

- At the end of each meeting there will be time available for any visitor to comment. Time limits are enforced; usually five minutes per visitor is allowed.
    - o **For attendees using a computer that would like to comment using their microphone**, ask them to indicate in the chat bar that they would like to comment; this will allow you to maintain order for who is next. You can then temporarily enable their microphone for the duration of their comments.
    - o **For attendees calling in to the meeting that would like to make a visitor comment**, tell them to type *9 on their phone to activate the "Raise Hand" feature which will alert you that they would like to participate in the visitor comment period. You can then temporarily enable their microphone for the duration of their comments.

POST-MEETING

- Debrief after the meeting about any tech issues you encountered, and what worked and what didn't work so well.
- Ask your board members for feedback in a follow up email and see if there are any areas you need to follow up on or change for your next board meeting.
- Follow up on any questions that were sent in the chat feature.
- Keep the Neighborhood Office in the loop on how your meetings are working out. There's a good chance that some of your feedback will be able to help a fellow colleague, so please share with us your experience!

NEED TO KNOW: THE BIG FIVE

Here are the five basic things we want participants to know before we start a meeting.

- ⇒ **How to mute/unmute.** Reminder to always mute when not speaking. *Note:* the meeting host will have likely enabled automatic muting when joining.
- ⇒ **How to change views.** START in gallery view. You can change the view to speaker or presentation, but it should always default to gallery view for discussion so participants can see each other. We've had participants go through whole meetings without realizing they had the option to see each other!
- ⇒ **How to use chat.** The chat bar should be open so everyone can follow the conversation, but one team member should monitor it so nothing important is missed.
- ⇒ **What the different sound options are.** Participants can speak and listen through either their phone or computer. If you use both phone and computer (one for sound, one for video), make sure to turn your computer's sound and mic off.
- ⇒ **How to add your name.** Make sure you get your name (at least first name) listed on your video – like name tents. *Note:* the host can also do this on behalf of participants.

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